

Software as a Service (SaaS)

Your Questions Answered

What is SaaS?

Software as a service (SaaS, typically pronounced 'sass') is a model of software deployment where an application is hosted as a service provided to customers across the Internet. By eliminating the need to install and run the application on the customer's own computer, SaaS alleviates the customer's burden of software maintenance, ongoing operation, and support.

Software as a Service (SaaS) has recently become a popular method of utilising enterprise software solutions through managed service providers, and is an ideal platform for Small Medium Enterprises (SME's) to make use of solutions that otherwise would have been prohibitively expensive to implement, service and maintain. The service is inclusive of state of the art hardware, security and backup software ensuring that the customer's data and access is secure. SaaS is typically charged on a monthly fee basis with no capital outlay making it easier for companies to budget for with known IT expenditure.

The increased speed and accessibility of the Internet coupled with intuitive development tools in IT has made SaaS a reality with KnowledgeWorker at the forefront of this service combining Contact management with Content management and business collaboration. Significant cost savings and increased productivity can be achieved through this model as the solution is being offered to a wider audience when compared to traditional on-premises software.

How long am I tied in for?

You will not be tied into any long term contracts, with KnowledgeWorker On-line if you decide to cancel the service you only need give one months notice and the service will be turned off. For a small administration fee your data will be restored to a standard filing system and returned to you.

How secure is my data?

The hosted service provider Rack Space ensures that each customer's data loaded into the service will be backed up daily onto removable storage media, so that a restore can be performed for any of the following reasons: -

- At the users request in the event of an error on the customers part (for example, deleted critical documents by accident).
- In the event of critical system failure due to network outages, hardware failure or disaster recovery at the hosting data centre.

How safe is my data?

Rackspace provides the world-class infrastructure necessary to keep your servers up and running uninterrupted around the clock. Rackspace has three Data Centres in London which

are all engineered with fully redundant connectivity, power and HVAC to avoid any single point of failure, and staffed 24 x 7 by highly trained technical support staff. Security of your mission critical Internet operations is of paramount importance. Multiple levels of security are employed to ensure that only data centre Operations Engineers are physically allowed near your routers, switches and servers.

How secure is the hosted site and what measures are taken?

No Public Access

Public access to Rackspace data centres is strictly forbidden. They do not host equipment that they do not own and manage, which obviates the need for anyone but their highly trained Rackspace Engineers to be allowed into the data centre. Because they manage all equipment and are the only ones allowed in the data centre environment, they are able to provide a higher level of service than anyone else in the industry.

Video Surveillance

Live video surveillance of the each data centre facility is monitored 24 hours per day. All entrances to the building as well as the data centre are monitored to ensure that only authorised personnel enter sensitive areas.

Onsite Security Personnel

Onsite security personnel monitor each data centre building 24 hours per day, seven days per week. The security team are responsible for making sure that only authorised personnel enter the data centre building. Our security personnel provide the first layer of security for access to the data centre.

Biometric Security

Biometric hand scanners are used to restrict access to each data centre. The biometric security systems represent the second layer of security for access to the data centre. Within the organisation only Rackspace Engineers are authorised to access restricted areas, ensuring the security of hosted systems.

Pass Cards

In conjunction with the biometric hand scanners, access to each facility is restricted to those who hold a Rackspace pass card. The pass cards are also required for moving from room to room within the data centre. Our security pass card system represents the third layer of security for the data centre.

Power systems


Each data centre gets its power from commercial utility underground conduits with a 10 minute battery backup in the event of failure. Additionally, we also have multiple diesel generators with full-load capability, which are on standby to provide long-term power in the event of an emergency. Put simply, if the world were to end, the data centres could still function for another 2 days!

UPS Systems - The power systems are designed to run uninterrupted even in the unlikely event of a total power outage. All staging and production systems in your hosting environment are fed with conditioned UPS power that will run if utility power fails. Our UPS power subsystem is N+1 redundant with instantaneous failover in case the primary UPS fails.

Diesel Generator Systems - Our onsite diesel generators will automatically start in the event of a power surge or power system failure. The power subsystems are designed to cut over immediately with no interruption in the event of a power failure. Our power systems and our generator systems are regularly tested to ensure that they will function properly in the event of a power system failure.

This will ensure the optimum security and safety of customer data.

Will I require any training?

The online system is easy to use with intuitive navigation through the functionality of the system, each system activity has help provided where you see this sign  through video instruction on how to use that function such as adding a contact, a folder or file. As part of the service our help desk is here to answer any questions and offer direction on how to navigate the system. To utilise the advanced functions of the Workflow and creation of categories it is advisable to attend one of our scheduled training workshops or book a one to one online web training session with our accredited consultants.